

PITA SHERWOOD

PROFESSIONAL SUMMARY

Versatile Software Engineer and IT/Network specialist looking to embark in the Software Development field.

CERTIFICATIONS

- CompTIA Network+ (N10-008) *August, 2022*
- Google IT Support Professional Certificate *November, 2020*

WORK HISTORY

- AI Data Trainer
DataAnnotation *February 2024 - Present*
- Used Python for Data Science to analyze and evaluate LLM's.
- Helpdesk Agent
Golden Pass LNG - Zachry Holdings Inc. *June, 2023 – February 2024*
- Designed software and hardware packages.
 - Managed users through Azure, Active Directory, and SCCM.
 - Troubleshooted server infrastructure and user issues remotely and by traveling for deskside support to minimize work stoppage.
- Senior Helpdesk Advisor
Apple - Transcom *January, 2021 - May, 2023*
- Senior and Accessibility technical support agent for Apple.

EDUCATION

- Cosumnes River College *August 2016 - January 2019*
- Computer Science
- Arizona State University *March 2023 - Present*
- Software Engineering

LANGUAGES

- Python
- C++
- Java
- Kotlin
- C#
- Swift

TECHNICAL SKILLS

- iOS, macOS, Windows OS technical support
- Experience managing servers with WinSCP, PuTTY
- Skilled with Cisco products and issues
- Ability to type 80 WPM
- Clear documentation and efficient ticketing
- Fluent with Microsoft Office and Adobe applications

PERSONAL SKILLS

- Decisive and assertive
- Excellent communication skills
- Observant, great attention to detail
- Adept problem-solving skills
- Emotionally intelligent
- Fast learner